

DT 05-096

VERIZON NEW HAMPSHIRE

Revision to Performance Assurance Plan (PAP) Guidelines

Order Approving Revisions to Verizon PAP

ORDER NO. 24,504

August 19, 2005

I. PROCEDURAL BACKGROUND

On May 18, 2005, Verizon New Hampshire (Verizon) filed for approval by the New Hampshire Public Utilities Commission (Commission) a revised version of the New Hampshire Performance Assurance Plan (NHPAP). The proposed revised version of the NHPAP has been posted on the Commission's website at www.puc.state.nh.us. Verizon made its filing in accordance with Section II.K.2. of the NHPAP as approved by the Commission in Order No. 23,940 (March 29, 2002). The currently effective NHPAP was approved by the Commission in Order No. 24,193 (July 24, 2003).

The proposed revisions to the NHPAP are based on the Performance Assurance Plan (PAP) adopted by the New York Public Service Commission (NYPSC) for Verizon New York, Inc. The revised version of the NHPAP uses standards and measures set forth in the New York Carrier-to-Carrier Guidelines, as well as those specific to New Hampshire. Modifications to the New York Carrier-to-Carrier Guidelines adopted by the NYPSC normally result in corresponding revisions to the New Hampshire Carrier-to-Carrier Guidelines pursuant to the Stipulation approved in Order No. 23,940. The proposed revisions to the NHPAP incorporate changes adopted by the NYPSC.

The proposed revisions included the creation of two new measurements to be added to the NHPAP which will shift the dollars at risk. The first is a sub-metric within Critical

Measure No. 1, OSS (Operational Systems Support) Interface, for "% OSS Availability Prime Time – Wholesale Provisioning and Tracking System." The second is a metric within the Hot Cut Special Provision, for "% Average Duration of Hot Cut Installation Troubles."

On July 6, 2005, the Commission issued an Order of Notice in this matter which scheduled a Prehearing Conference for July 28, 2005, and a Technical Session after the Prehearing Conference, and directed Verizon to notify persons desiring to be heard at the hearing by publishing the Order of Notice in a newspaper of statewide circulation. Affidavits of publication in the Union Leader were duly filed with the Commission on July 13 and 19, 2005.

On July 12, 2005, the Office of Consumer Advocate notified the Commission of its intention to participate in this docket. No requests for intervention were filed.

The Prehearing Conference was held as scheduled on July 28, 2005. Verizon explained the changes it proposed and responded to a number of questions from the Commission. Verizon, the OCA and Staff stated that the revisions appeared to be appropriate and consistent with changes filed and approved by the NYPSC amending the NYPAP, and recommended that the Commission approve them, subject to certain clarifications at the technical session following the Prehearing Conference. On August 19, 2005, Staff submitted a letter stating that, based on clarifications in the technical session, OCA and Staff had no objection to the revisions to the NHPAP being approved as filed.

II. COMMISSION ANALYSIS

We find that the revisions to the NHPAP filed by Verizon on May 19, 2005 reflect the changes adopted by the NYPSC. The metrics appear reasonable and appropriate and

have been received with no opposition by Verizon or any other entity. We will, therefore, approve the revisions as filed.

Based upon the foregoing, it is hereby

ORDERED, that Verizon's proposed revisions to the NHPAP filed on May 19, 2005 are APPROVED.

By order of the Public Utilities Commission of New Hampshire this nineteenth day of August, 2005.

Thomas B. Getz
Chairman

Graham J. Morrison
Commissioner

Michael D. Harrington
Commissioner

Attested by:

Michelle A. Caraway
Assistant Executive Director & Secretary